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PROFESSIONAL SERVICES SCHEDULE Initiatives Enhancing Efficiency

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Professional Services Schedule (PSS) Initiatives

➤ Current Initiatives:

- Streamlined Solicitation
- Identity Protection Services

➤ Future Initiatives:

- Consolidation of Special Item Numbers (SINs)
- SINs to NAICs

Current Initiative: The Streamlined Solicitation

Current Status:

- A solicitation with **multiple** sections (depending on program) that is:
 - Repetitive
 - Confusing
 - Difficult to Understand



Future Status:

- A Solicitation with **3** Sections that will be:
 - Concise
 - Clear
 - Easy to Understand



It is anticipated that the Streamlined Solicitation will have a release of October 1, 2017

Streamlined Solicitation: Background and Benefits

Project Background*:

- This project was initiated to revise and/or restructure the Professional Services Schedule (PSS) solicitation in an effort to:
 - simplify the solicitation offer process making it easier for both new and legacy firms when submitting an offer
 - easier for the ordering agency to understand the solicitation and clause structure of the PSS program
 - easier for the GSA staff to evaluate and award offers in a more timely and efficient manner

Benefits:

- “plain language” whenever possible,
- Elimination of unnecessary duplication,
- Quality offer submission resulting in decreased rejections
- Facilitate efficient evaluation time for the contracting specialist conducting the review, evaluation and potential award

****This project has now been elevated to a national endeavor which will result in the other Multiple Award Schedule Programs following the same structure and outline.***

Streamlined Solicitation Concept

The new streamlined solicitation should be easy to navigate with zero repetition and simplified instructions. The proposed format will be as follows:

PART	SECTION
	Table of Contents
	Cover Page
1	Significant Changes/Refresh #
2	Provisions (Vendor Instructions) and Evaluation Factors
3	List of Attachments

What will the Solicitation look like?

Section 1 - Significant Changes/Refresh

- All changes to a solicitation refresh will be found in **ONE** location;
- All changes specific to a program (eg. new SINs, etc) will be found in one location
- New requirements (ie. TDR) will be found in one location

Section 2 - Provisions (Vendor Instructions) and Evaluation Factors

- Clear and concise instructions outlining instructions for both, new offers and returning legacy partners
- Instructional provisions applicable to the services being solicited
- TDR/Non-TDR instructions specific to both, new offers and returning legacy offers

What will the Solicitation look like? (Continued)

Section 3 - Attachments:

- All attachments are located in one place and no longer dispersed throughout the solicitation
- All clauses are moved, in full text within one document for easier find
- All SINs will now be in one location as an attachment rather than buried within the body of a solicitation
- **Required Attachments will include:**
 - Past Performance Questionnaire (if applicable)
 - Pricing Template (PT) (For offerors not subject to TDR)
 - Transactional Data Reporting (TDR) Pricing Template (TDRPT)

What will the Solicitation look like? (Continued)

Section 3 - Attachments continued: These are attachments that are auto generated and not required in Offeror submission

- Clauses Document
- SCLS Wage Determinations - Non-Standard
- SCLS Wage Determinations - Standard
- SF1449
- **Documents that require Industry attention and review include (*but are not limited to*):**
 - Special Item Number (SIN) Descriptions (*Currently in section titled "Part 1 Goods and Services"*)
 - Special Requirements associated with specific SINS such as:
 - Special Item Number (SIN) 874-597 Terms and Conditions
 - Special Item Number (SIN) Series Addendum

Legacy Proposal Submissions - Changes!

- **Offer must be identical to original contract award**
 - All administrative and technical requirements waived
- **If the Contractor has opted into TDR**
 - only their current GSA Advantage Price List will be required
- **If the Contractor has not opted into TDR**
 - submit their current awarded services/products on a current Pricing Template (PT)
 - a description document of their current awarded services/products and CSP (eOffer generated)

Streamlined Solicitation Process Point of Contact

All questions associated with this project should be forwarded to:

streamlinepss@gsa.gov

Current Initiative: Identity Protection Services (IPS)

GSA is making changes that will allow the federal community to secure both Cyber Security Services and Identity Theft Protection Services that will:

- Allow an agency to obtain state of the art protection services
- Allow the agency the flexibility to obtain services specific to their needs
- Allow agencies to conduct “apples to apples” price comparison

Cyber Security Services can be found under GSA's Multiple Award Schedule Program for IT Services, [Schedule 70](#). (Key to system protection)

Identity Theft Protection Services will soon be found under the [Professional Services Schedule \(PSS\)](#). (Key to personnel protection)

Identity Protection Services (IPS) What's Changed?

➤ Current SIN Structure

- 520-16 Business Information Systems
- 520-17 Risk Assessment & Mitigation Services
- 520-18 Independent Risk Analysis
- 520-19 Data Breach Analysis
- 520-20 Comprehensive Protection Solutions

➤ Proposed SIN Structure as of 9/14/2016:

- 520-16 Business Information Systems (BIS)
- 520-17 Risk Assessment & Mitigation Services
- ~~520-18 Delete~~
- ~~520-19 Delete~~
- **520-20 Data Breach Response & Identity Protections Services (IPS)**

Identity Protection Services: Background/Benefits

Background:

GSA initiated the process of revising SINs 520-16, 520-17, and 520-20 to incorporate the requirements established in the Statement of Work (SOW) used in the GSA BPA for Identity Protection Services. This would mean firms would provide the following under one SIN:

- Risk Analysis and Mitigation Services
- Credit Monitoring Services,
- Identity Monitoring Services,
- Identity Theft Insurance,
- Identity Restoration Services,
- Website Services, and
- Call Center Services (related to these requirements).

Identity Protection Services: Background/Benefits

Benefit:

PSHC collaborated with various agency partners including the Federal Privacy Council and our Industry Partners to create a scope that will provide state of the art identity protection services in whole or part from only those firms qualified to provide the full scope.

Identity Protection Services: Unique Requirements

In order to maintain the quality services offered by the GSA's Multiple Award Blanket Purchase Agreement (BPA) for Identity Protection Services (IPS), our industry partners, both old and new will be required to meet unique requirements applicable to SIN 520-20 only. They include::

- System Security plans that must be submitted with the initial offer and can be required again at the task order level.
- Background checks on all employees including subcontractors, and
- Strict requirements for data storage, monitoring, cleansing, and restoration

What does SIN 520-20 look like?

SIN 520-20 titled Data Breach Response and identity Protection Services (IPS) reads as follows:

Integrated, total solution for services to provide identity monitoring of Personally Identifiable Information (PII) and Protected Health Information (PHI), identity theft insurance and identity restoration services, breach mitigation and forensics services, safeguarding the confidentiality of PII and PHI. This includes the requirements found in IPS Requirements Document 1A, applicable to this SIN

SIN 520-20: Additional Notes in the Scope

SIN 520-20 will contain the following notes applicable to industry and/or the customer:

NOTE 1: *(applicable to industry)* Any firm offering this SIN will be required to provide a System Security Plan (SSP) and a firm-fixed-price per impacted individual per month covering ALL services cited in Section I of IPS Requirements Document 1A. Firms are encouraged to provide separate line item pricing for key services within this total solution SIN the firm believes could be ordered independently (e.g. credit monitoring, restoration, reports, etc.). This will allow the ordering activity to obtain only those services needed depending on level of breach. See IPS Pricing Document 2 for pricing tables.

SIN 520-20: Additional Notes in the Scope

Additional Notes continued:

NOTE 2: *(applicable to industry)* Services provided shall be performed in accordance with applicable federal laws and policies, including the Identity Theft and Assumption Deterrence Act, as amended by Public Law 105-318, 112 Statute 3007 (Oct. 30, 1998), and implemented by 18 U.S.C. § 1028. Contractors are required to adhere to all applicable OMB guidance, including any policies issued. This includes any updates to OMB M-07-16 and OMB M-06-19.

NOTE 3 : *(applicable to ordering agency)* The Agency Ordering Guide can be found at www.gsa.gov/psschedule and click on----
“Data Breach Response and Identity Protection Services”

KEY REQUIREMENTS FOR SIN 520-20

520-20-1A - IPS Requirement Document in support of SIN 520-20 which includes definitions and expectations.

520-20-1B - Additional Proposal Instructions required for SIN 520-20

520-20-1C - Security System Plan that each firm will be required to submit with offer or modification (if firm is already an existing schedule holder)

Identity Protection Services (IPS) Point Of Contact

All questions associated with this project should be forwarded to:

IPS_PSS@gsa.gov

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UPCOMING PSS INITIATIVES:

➤ PSS SIN Scope Consolidation Initiative:

- May 2017: Initiate effort to review existing SINS in PSS; determine overlap; and begin process to consolidate scope of services where feasible.
- Goal will be to:
 - Will decrease number of SINS;
 - Eliminate duplication of types of services
 - Make it Easier to understand services offered

Anticipated project time frame: 4-8 months. PM Assigned: Kathy Jocoy

kathy.jocoy@gsa.gov

➤ PSS SIN to NAICS Initiative:

- April 2017: This initiative is under way with the PM conducting research on current usage of NAICs and services offered under the PSS program
- Goal will be to:
 - Convert SINS to NAICS to align services categorically
 - Streamline services and enhance buying power

Anticipated project time: 2 years. PM Assigned: Scott Eberle

scott.eberle@gsa.gov

Professional Services Human Category (PSHC) Contacts:

➔ General Questions: Professionalservices@gsa.gov

- Supplier Relationship Manager for the Professional Services and Human Capital Category (PSHC): Debra Drake - debra.drake@gsa.gov or (ph) 703- 605-5459
- Project Manager for the Professional Services Schedule (PSS) Program; Kathy Jocoy - kathy.jocoy@gsa.gov or (ph) 253-931-7080
- Project Manager for the OASIS Program: Todd Richards - todd.richards@gsa.gov or (ph) 817- 850-8382
- Project Manager for the SmartPay Program: Dave Shea - david.shea@gsa.gov or (ph) 703- 605-2867
- Project Manager for the HCaTS Program: Jo Ann Lee - joann.lee@gsa.gov or (ph) 212-264-1885

Reference Links You Should Bookmark!

➤ [Professional Services Schedule \(PSS\) portal page](#)

AND

➤ [MAS Welcome Package](#)

Both Links provide you with a wealth of information on the PSS program and everything you need to know as a new MAS Contract holder and industry partner.

Thank
you



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